

Annex 4

Accessibility

Accessible equipment

1. According to research carried out by Scientific Generics, digital TV is generally not as user-friendly or intuitive to use as analogue TV. Moreover, people with a disability face specific accessibility issues. These issues are likely to affect people with visual, hearing, dexterity and cognitive impairments.
2. One way to resolve some of these issues is to ensure that an accreditation system is in place which would enable 'good' designs to carry an endorsement or rating from an appropriate organisation. The DSO logo could also be used to help play this role.
3. In line with the recommendations made by the Consumer Expert Group, the Panel highlights the following issues and recommends that 'best-practice' guidelines on accessible product design be developed and as widely adopted as possible.

Set-Top Boxes

4. All digital equipment should include basic access features.
5. For people with a visual impairment this means – audio description facility
6. For people with a hearing impairment this means – subtitle facility
7. Generally, STBs should be available with:
 - Auto-scan facility
 - Simple mode (that allows people to watch TV without using the EPG)
 - Colour-coded leads and front-facing socket labels
8. Further research and development may enable:
 - Closed caption signing
 - Talking Teletext
 - Output of subtitles in Braille

EPGs and on-screen menus

9. The following issues need further development:
 - Ability to manipulate text display (font size and colour contrast)
 - Audio description/speech recognition EPGs
 - Flags to indicate audio described, signed and subtitles programmes

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Remote controls

10. The complexity of remote controls needs addressing with design guidelines. Two basic requirements:
 - Large button availability
 - One-touch access to subtitles, audio description

Product labelling and instructions

11. All labelling and instructions should be clear and made available in accessible formats. Remote controls should be visible from the outside of packaging.